
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the Social Service Aide I job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. Communication Skills (14 Questions)

Employees in this job meet with clients to explain the nature and extent of services provided by the agency and the eligibility requirements needed to obtain agency services. These and other critical tasks require the employee to use effective communication skills to provide clients with necessary information about social services. The questions in this section of the examination test your skill to effectively communicate with a wide variety of individuals:

- Effective verbal communication skills;
- Handle clients who are upset or hostile;
- Explanation of tasks;
- Deal with complaints that may be fabricated.

II. Report Completion (16 Questions)

Employees in this job prepare written reports regarding assigned social service activities and make recommendations as to the kind and amount of specific services to be provided to clients. The questions in this section test your ability to read information and complete structured reports to document this information:

- Remembering and documenting relevant facts;
- Accurate completion of incident reports.

III. Interview Techniques (10 Questions)

This job requires the employee to conduct home visits to obtain facts regarding complaints related to neglect or mistreatment of children. An employee may also make supervisory home visits to families whose children are wards of a court and under the guardianship of the agency. These types of duties require the use of interview techniques to obtain necessary information. This section tests your ability to conduct interviews with a wide variety of individuals:

- Documenting clear and concise client behaviors;
- Knowledge and defining the interview setting;
- Alleviating interview anxiety.

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IV. Social Service Assistance

(10 Questions)

An employee in this job assists social workers in carrying out various phases of treatment plans involving families and/or children. Employees may also conduct studies to obtain facts regarding the composition and home conditions of families applying to care for foster children as well as help foster parents deal with special problems in the day-to-day care of foster children. This section of the exam presents questions to test your ability to provide critical social service assistance to agency clients.

- Understanding client behaviors;
- Using sound judgment when communicating and listening;
- Conducting verbal interaction with residents;
- Cultivating effective relationships.